# LCUG Service Quality Measurements (SQMs)

## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## *ORDERING AND PROVISIONING (OP)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Orders completed within specified intervals | Measures the percentage and mean completion interval of orders (installation, feature change, service disconnect) completed with a requested due date that is equal or less than the interval specified in the Service Quality Measurements column.* | Unless specified below, orders with no Premises Visit or no physical work involved completed within 1 day of service order receipt *; orders that require Premises Visit or physical work: completed within 3 days of service order receipt *; 99% orders completed on due date *. **Installation:**<br>• UNE Platform (at least DS0 loop + local switch + all common elements) always within 24 hours, regardless of dispatch<br>• UNE Channelized DS1 (DS1 loop + multiplexing) always within 48 hours<br>• Unbundled DS0 loop always within 24 hours<br>• Unbundled DS1 loop (unchannelized) always within 24 hours<br>• Other Unbundled Loops always within 24 hours<br>• Unbundled Switch always within 48 hours<br>• Dedicated Transport - DS0/DS1 always within 3 business days<br>• Dedicated Transport - DS3 always within 5 bus days<br>**Feature Changes:**<br>• All orders completed within 5 business hours of receipt<br>**Disconnects:**<br>• Resale Product or Svc Disconnects always within 24 hrs<br>• UNE switching within 24 hours<br>• UNE (other) within 24 hours<br><br>OP - 1<br>$$\frac{\text{\# of Orders Completed on Time}}{\text{Total \# of Orders Completed}} \times 100$$<br><br>OP - 2<br>Mean Completion Time |

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* Reported for the following types of service or facility: Resold POTS, Resold ISDN, Resold Centrex/Centrex-like, Resold PBX trunks, Resold Channelized T1.5 Service, Other Resold Services, UNE Platform (at least DS0 loop + local switch + transport elements), UNE Channelized DS1 (DS1 loop + multiplexing), Unbundled DS0 loop, Unbundled DS1 loop, Other Unbundled loops, Unbundled Switch, Other UNEs

## *ORDERING AND PROVISIONING (OP) (con'd)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Order Accuracy | Measures the accuracy and completeness of the ILEC provisioning or disconnecting service by comparing what was ordered & what was completed | ≥ 99% are completed without error<br><br>OP-3<br>**# of Orders Completed w/o error**    **x 100**<br>    **Total # of Orders Sent** |
| Order Status | Measures the response time (by percentage and mean time) for: Firm Order Confirmations (C-FOCs and D-FOCS *), Jeopardize / revised due date, Rejects, and Completions from the time an order is sent to the ILEC until a status is received<br><br><br>*C-FOC: accepted, no change<br> D-FOC: does not match due date | • FOC: 100% ≤ 4 hrs<br>• Jeopardies/revised due date: 100% ≤ 4 hours<br>• Rejects:≥ 97% in ≤ 15 seconds<br>• Order Completions: ≥ 97% received within 30 min of order completion<br><br>OP-4<br>**|# of FOCs returned + (Total # of Orders Sent) -**<br>**Rejects Returned)| x 100**<br><br>OP-5<br>**Mean Time to Return FOC**<br><br>OP-6<br>**|# of D_FOCs returned in ≤ 4 hours + (Total # of Orders sent**<br>**- Rejects Returned)| x 100**<br><br>OP-7<br>**Mean Time to Return D-FOCS**<br><br>OP-8<br>**(# of Rejects returned in ≤ 15 seconds) + (Total # of Rejects**<br>**Returned) x 100** |

# LCUG Service Quality Measurements (SQMs)

## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

### *ORDERING AND PROVISIONING (OP) (con'd)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| | | **OP-9**<br>Mean Time to Return Rejects<br><br>**OP-10**<br>Jeopardies returned w/i 70% of allotted order time ÷ Total # Jeopardies Returned<br><br>**OP-11**<br>(# of Completions returned in ≤ 30 minutes) ÷ (Total # Completed Orders) x 100<br><br>**OP-12**<br>Mean Time to Return Completion<br><br>**OP-13**<br>Jeopardies<br>(Total C-FOCS -Total Rejects) |
| # of Held Orders | Tracks the percentage and number of held orders within specified intervals | Report for:<br>  ≥ 15 days, ≤0.1%<br>  ≥ 90 days, = 0%<br><br>**OP-14**<br>(# of Orders Held for ≥ "x" days) ÷ (Total # of Orders Sent to ILEC in the past "x" days)  x 100<br>*where "x" = 15 or 90 days*<br><br>**OP-15**<br>Mean Time of Orders Held Prior to Completion |

# LCUG Service Quality Measurements (SQMs)

## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## MAINTENANCE / REPAIR (MR)

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Time to Restore (TTR) | Measures the percent of restorals made by product and service within 24 hours or less*<br><br>*Measures the mean time that it takes for the ILEC to resolve customer troubles** | **Out of Service No Dispatch**<br>$\geq$ 85% in 2 hrs<br>$\geq$ 95% in 3 hrs<br>$\geq$ 99% in 4 hrs<br>**All other Troubles**<br>$\geq$ 95% in 24 hrs Dispatch Required<br>$\geq$ 90% in 4 hrs<br>$\geq$ 95% in 8 hrs<br>$\geq$ 99% in 16 hrs<br><br>**MR-1**<br>*( # of Troubles Restored Within "$x$" hours $\div$ Total # Troubles ) x 100**<br>*where "$x$" = 2,3,4,8,16, or 24 "running clock" hours*<br>*Mean Time to Restore reported for ILEC and CLEC, for dispatch required and no dispatch required*<br><br>**MR-2**<br>*Total # of Trouble Minutes $\div$*<br>*Total # of Trouble Reports* |
| Repeat Troubles | Measures the frequency of recurring customer trouble on the same line, circuit or service* | $\leq$ 1% within 30 days*<br>**MR-3**<br># of telephone lines reporting $\geq$ 2 troubles in the current report month. Total number of troubles in the current report month. |

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* Reported for the following types of service or facility: Resold POTS, Resold ISDN, Resold Centrex/Centrex-like, Resold PBX trunks, Resold Channelized T1.5 Service, Other Resold Services, UNE Platform (at least DS0 loop + local switch + transport elements), UNE Channelized DS1 (DS1 loop + multiplexing), Unbundled DS0 loop, Unbundled DS1 loop, Other Unbundled loops, Unbundled Switch, Other UNEs

## *MAINTENANCE / REPAIR (MR) (con'd)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| | | This includes those lines, circuits, or services with a second trouble ticket coded out as CC (Came Clear), CO (central office), FAC (Facility) or STA (station) that follow an initial ticket coded out as Any found or Non-found disposition. |
| Troubles Per 100 Lines | Measures the frequency of troubles reported within the ILEC's network * | ≤ 1.5 per month*  **MR-4** **(# of Initial & Repeated Trouble Reports per exchange per month) ÷ (Total # of Lines per exchange) x 100** |
| Estimated Time to Restore (Appointments Met) ETTR | Measures the compliance of restoring service within the time estimated to the CLEC, reported for premises visits required and premises visit not required* | ≥ 99%*  **MR-5** **(# of Customer Trouble Appointments Met ÷ Total # Customer Trouble Appointments) x 100** |

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* *Reported for the following types of service or facility: Resold POTS, Resold ISDN, Resold Centrex/Centrex-like, Resold PBX trunks, Resold Channelized T1.5 Service, Other Resold Services, UNE Platform (at least DS0 loop + local switch + transport elements), UNE Channelized DS1 (DS1 loop + multiplexing), Unbundled DS0 loop, Unbundled DS1 loop, Other Unbundled loops, Unbundled Switch, Other UNEs*

# LCUG Service Quality Measurements (SQMs)
## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## *GENERAL (GE)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Systems Availability | Measures the availability of operations support systems and associated interfaces (for pre-ordering, ordering and provisioning, maintenance) | ≤ 0.1% unplanned downtime per month, reported for each interface:<br>   Pre-ordering Inquiry Interface<br>   Ordering Interface<br>   Maintenance Interface<br>**GE-1**<br>**( # Hours Interface and/or System Not Available as Scheduled) ÷ (Total # Hours Scheduled Availability ) x 100**<br><br>**GE-2**<br>**Mean # of Hours Available** |
| Center Responsiveness | Measures the time for the ILEC representative to answer business office calls in provisioning and trouble report centers. | ≥ 95% within 20 seconds<br>100% within 30 seconds<br><br>**GE-3**<br>**# Calls Answered Within Specified Timeframe  x100**<br>   **Total # Calls  from CLEC to Center**<br><br>**GE-4**<br>**Mean Time to Answer Calls w/o IVR; if IVR - Mean Time to Answer Calls after the end of IVR** |

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# LCUG Service Quality Measurements (SQMs)
## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## BILLING (BI)

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Timeliness of Billing Records Delivered | Measures the timeliness of billing records and wholesale bills (usage, CSRs, service orders, time & materials, adjustments) delivered to CLEC | 99.9% billing records received in ≤ 24 hours<br>100% billing records received in ≤ 48 hours<br>≥ 99.95% wholesale bills received within 10 calendar days of bill date<br><br>**BI-1**<br>**# Billing Records Delivered on time** x 100<br>**Total # of Billing Records Received**<br><br>**BI-2**<br>**Mean Time to Provide Billing Records**<br><br>**BI-3**<br>**Mean Time to Deliver Wholesale Bills** |
| Accuracy | Measures the percentage *and mean time* of billing records delivered to CLEC in the agreed-upon format and with the complete agreed-upon content (includes time and material and other non-recurring charges) | ≥ 98% wholesale bill financially accurate<br>≥ 99.99% of all records transmitted<br><br>**BI-4**<br>**(# of Accurate and Complete Formatted Mechanized Bills**<br>**, Total # Mechanized Bills Received ) x 100**<br><br>**BI-5**<br>**# of Billing Records Transmitted Correctly** x 100<br>**Total # of Billing Records Received** |

# LCUG Service Quality Measurements (SQMs)
## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## *OPERATOR SERVICES AND DIRECTORY ASSISTANCE (DA)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Average Speed to Answer | Measures the percent and mean time a call is answered by an OS or DA operator in a predefined timeframe. Includes all time from initiation of ringing until the customer's call is answered. | For live agent, 90% of calls answered in 10 seconds. For Voice Response Unit service, 100% within 2 seconds.<br><br>**DA-1**<br>$\frac{\text{\# Calls Answered Within "}x\text{" seconds}}{\text{Total DA Calls}}$ x 100<br>*where "x" equals 2 or 10 seconds*<br><br>**DA-2**<br>*DA Mean Time To Answer*<br><br>**OS-1**<br>$\frac{\text{\# Calls Answered Within "}x\text{" seconds}}{\text{Total OS Calls}}$ x 100<br>*where "x" equals 2 or 10 seconds*<br><br>**OS-2**<br>*OS Mean Time To Answer* |

# LCUG Service Quality Measurements (SQMs)
## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## *NETWORK PERFORMANCE (NP)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Network Performance Parity | Compares ILEC performance distribution for its own customers to ILEC performance distribution for CLEC customers. Measures the deviation from supplier service performance distribution for each metric specified. | Deviation $\leq 0.10\%$ from supplier service performance distribution:<br>Transmission quality:<br>• Subscriber Loop Loss<br>• Signal to Noise Ratio<br>• Idle Channel Circuit Noise<br>• Loops-Circuit Balance<br>• Circuit Notched Noise<br>• Attenuation Distortion<br>Speed of Connection:<br>• Dial Tone Delay<br>• Post Dial Delay<br>• Call Completion/ Delivery Rate<br>Reliability Requirements: (For TSR Only)<br>• Network incidents affecting > 5000 blocked calls<br>• Network incidents > 100,000 blocked calls<br><br>Statistical comparison based on the Mean ILEC Customer Experience and standard deviation from this mean, the Mean CLEC Customer Experience and standard deviation from this mean, and the number of observations used to determine these means.<br><br>NP-1<br>(Mean ILEC customer experience - Mean CLEC customer experience) ÷ Mean ILEC customer experience x 100<br>*Deviation between ILEC performance for ILEC and CLEC customers must be less than 0.10%.* |

# LCUG Service Quality Measurements (SQMs)
## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## *INTERCONNECT / UNBUNDLED ELEMENTS AND COMBOS (IUE)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Availability of Network Elements | Measures the availability of network elements (e.g. signaling link transport, SCPs/ Databases, & loop combinations) | Loop Combo availability 100% <br><br> Signaling Link Transport Unavailability: <br> • A-Link: $\leq$ 1 min per year <br> • D-Link: $\leq$ 1 sec per year <br> • SCPs/Databases: $\leq$ 15 min per year <br> • SCPs/Databases correctly updated: $\geq$ 99% in $\leq$ 24 hrs <br><br> **IUE-1** <br> $$\frac{\text{\# minutes Loop unavailable}}{\text{Total \# minutes}} \times 100$$ <br><br> **IUE -2** <br> $$\frac{\text{\# minutes A-link available during "}x\text{" years}}{\text{"}x\text{" years}}$$ <br><br> **IUE-3** <br> $$\frac{\text{\# seconds D-link unavailable during "}x\text{" year}}{\text{"}x\text{" year}}$$ <br> Where x $\leq$ or $\geq$ year. After year, monthly reporting should be for a rolling year. <br><br> **IUE-4** <br> $$\frac{\text{\# Database Records Correctly Updated}}{\text{Total \# Update Requests Received by ILEC}} \times 100$$ <br><br> **IUE-5** <br> (# Database Records Updated within 24 hours of Update Request Receipt) , (Total # Database Update Requests Received) x 100 |

## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

### *INTERCONNECT / UNBUNDLED ELEMENTS AND COMBOS (IUE) (con'd)*

| Function | Measurement Objective | Proposed Service Quality Measurement |
|---|---|---|
| Performance of Network Elements | Measures the performance of network elements (e.g. LIDB, routing to CLEC OS/DA platforms, 800, AIN) | **Example:**<br>• LIDB reply rate to all query attempts ≥ 99.95%<br>• LIDB query time-out ≤ 0.05%<br>• Unexpected data values in replies for all LIDB queries ≤ 1%<br>• % of LIDB queries return a missing customer record = 0%<br>• Group troubles in all LIDB queries ≤ 0.5%<br>**Delivery to OS platform:**<br>   Mean Post Dial Delay for "0" calls from LSO to CLEC OS platform ≤ 2 seconds PDD for "0+" calls with 6 digit analysis from LSO to CLEC OS platform: 95% ≤ 2.0 sec; Mean ≤ 1.75 sec<br>   Percent of call attempts to CLEC OS Platform that were blocked ≤ 0.1%<br><br>**IUE-6**<br>(# LIDB| or 800 or AIN or *n* |Query Replies Received by CLEC) + (Total # LIDB| or 800 or AIN or *n* | Queries Received by ILEC) x 100<br><br>**IUE-7**<br>(# LIDB| or 800 or AIN or *n* | time-out responses received by CLEC) + (Total # LIDB | or 800 or AIN or *n* |Queries Received by ILEC) x 100<br><br>**IUE-8**<br>(# LIDB | or 800 or AIN or *n* |Query Replies with unexpected data values received by CLEC) + (Total # LIDB Queries Received by ILEC) x 100 |

## *INTERCONNECT / UNBUNDLED ELEMENTS AND COMBOS (IUE) (con'd)*

| ▓▓▓▓ | ▓▓▓▓ | ▓▓▓▓ |
|---|---|---|
| | | **IUE-9**<br>(# LIDB| or 800 or AIN or *n* | Query Replies missing customer record received by CLEC) . (Total # LIDB | or 800 or AIN or *n* |Queries received by ILEC) x 100<br><br>**IUE-10**<br>(Cumulative Total # Post Dial Delay Seconds experienced on "0" calls from LSO to CLEC OS platform) ÷ (Total # "0" calls from LSO to CLEC OS platform)<br><br>**IUE-11**<br>(Cumulative Total # Post Dial Delay Seconds experienced on "0+" calls with 6 digit analysis from LSO to CLEC OS platform) ÷ (Total # "0+" calls with 6 digit analysis from LSO to CLEC OS platform)<br><br>**IUE-12**<br># of "0+" calls with 6 digit analysis from LSO to CLEC OS platform that have Post Dial Delay $\leq$ 2 seconds ÷ (Total # "0+" calls with 6 digit analysis from LSO to CLEC OS platform)<br><br>**IUE-13**<br>$\dfrac{\text{\# Blocked Call Attempts to CLEC OS Platform}}{\text{Total \# Call Attempts to CLEC OS Platform}}$ x 100 |

# LCUG Service Quality Measurements (SQMs)

## ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

## FORMULAS
## QUICK REFERENCE GUIDE

| Metric No. | Formula | |
|---|---|---|
| **PRE-ORDER** | | |
| PO-1 | $\dfrac{\text{\# of Responses Received on Time}}{\text{Total \# of Queries Sent}}$ | x 100 |
| PO-2 | Mean Cycle Time | |
| **ORDERING AND PROVISIONING** | | |
| OP-1 | $\dfrac{\text{\# of Orders Completed on Time}}{\text{Total \# of Order Completed}}$ | x 100 |
| OP-2 | Mean Completion Interval | |
| OP-3 | $\dfrac{\text{\# of Orders Completed w/o Error}}{\text{Total \# of Orders Sent}}$ | x 100 |
| OP-4 | [# of $C$-FOCs Returned in $\leq$ 4 hours + (Total # of Orders Sent - Syntax Rejects Returned)] | x 100 |
| OP-5 | Mean Time to Return FOC | |
| OP-6 | [# of $D$-$FOCs$ Returned in + (Total # of Orders Sent - Rejects Returned)] | x 100 |

# LCUG Service Quality Measurements (SQMs)

ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

OP-7        Mean Time to Return *D-FOCs*

OP-8        (# of *Syntax* Rejects Returned in $\leq$ 15 seconds) +
(Total # of *Syntax* Rejects Returned)       x 100

OP-9        Mean Time to Return Rejects

*OP-10       Jeopardies Returned within 70% of allotted order time + Total number Jeopardies Returned*

OP-11 (# of Completions Returned in $\leq$ 30 minutes) +
(Total # Completed Orders)       x 100

OP-12 Mean Time to Return Completion

OP-13 Jeopardies
Total C-FOCs - Total Rejects

OP-14 (# of Orders Held for $\geq$ x days) +
(Total # of Orders Sent to ILEC
in past x days )       x 100

OP-15 Mean Time of Orders Held Prior
to Completion

## *MAINTENANCE / REPAIR*

MR-1        (# of Troubles Restored within x hours +
Total # Troubles)       x 100
where "x" = 2,3,4,8,16 or 24 "running
clock" hours

# LCUG Service Quality Measurements (SQMs)

ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

| MR-2 | $\dfrac{\text{Total \# of Trouble Minutes}}{\text{Total \# of Trouble Reports}}$ | |
|---|---|---|
| MR-3 | # of telephone lines reporting $\geq$ 2 troubles in the current report months ÷ Total # of troubles in current report months | |
| MR-4 | $\dfrac{\text{\# of Initial \& Repeated Trouble Reports per exchange per month}}{\text{Total \# of Lines per exchange}}$ | x 100 |
| MR-5 | $\dfrac{\text{\# Customer Trouble Appointments Met}}{\text{Total \# Customer Trouble Appointments}}$ | x 100 |

*GENERAL*

| GE-1 | (# Hours Interface and/or System Not Available as Scheduled) ÷ (Total # Hours Scheduled Availability) | x 100 |
|---|---|---|
| GE-2 | Mean # of Hours Available | |
| GE-3 | $\dfrac{\text{\# Calls Answered within Specified Timeframe}}{\text{Total \# Calls from CLEC to Center}}$ | x 100 |
| GE-4 | Mean Time to Answer Calls w/o IVR; If IVR, Mean Time to Answer Calls after end of IVR | |

*BILLING*

| BI-1 | $\dfrac{\text{\# Billing Records Delivered on Time}}{\text{Total \# of Billing Records Received}}$ | x 100 |
|---|---|---|

# LCUG Service Quality Measurements (SQMs)

ASSUMPTION:  OSS FULLY IMPLEMENTED BY ILEC

| | |
|---|---|
| **BI-2** | Mean Time to Provide Billing Records |
| **BI-3** | Mean Time to Deliver Wholesale Bills |
| **BI-4** | (# of Accurate & Complete Formatted Mechanized Bills ÷ Total # Mechanized Bills Received)    x 100 |

**BI-5**

$$\frac{\text{\# of Billing Records Transmitted Correctly}}{\text{Total \# of Billing Records Received}} \times 100$$

## *DIRECTORY ASSISTANCE AND OPERATOR SERVICES*

**DA-1**

$$\frac{\text{\# Calls Answered within "x" seconds}}{\text{Total DA Calls}} \times 100$$

where "x" equals 2 or 10 seconds

**DA-2**    DA Mean Time to Answer

**OS-1**

$$\frac{\text{\# Calls Answered within "x" seconds}}{\text{Total OS Calls}} \times 100$$

where "x" equals 2 or 10 seconds

**OS-2**    OS Mean Time to Answer

## *NETWORK PERFORMANCE*

**NP-1**    (Mean ILEC customer experience - Mean CLEC customer experience) ÷ Mean ILEC Customer Experience    x 100

# LCUG Service Quality Measurements (SQMs)

ASSUMPTION: OSS FULLY IMPLEMENTED BY ILEC

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*INTERCONNECTION / UNBUNDLED ELEMENTS AND COMBOS*

**IUE-1**    <u># Minutes Loop available</u>
Total # Minutes                                           x 100

**IUE-2**    <u># Minutes A-link unavailable during x years</u>
x years
(where "x" < or > 1 year after first year, monthly reporting should be for a rolling year.

**IUE-3**    <u># Seconds D-link unavailable during x years</u>
x years

**IUE-4**    <u># Database Records Correctly Updated</u>
Total # Update Requests Received by ILEC          x 100

**IUE-5**    (# Database Records Updated within 24 hrs.
of Update Request Received ) ÷ (Total #
Database Update Requests Received)

**IUE-6**    (# LIDB [or 800 or AIN or n] Query Replies
Received by CLEC) ÷ (Total # LIDB [or 800 or
AIN or n] Queries Received by ILEC          x 100

**IUE-7**    (# LIDB [or 800 or AIN or n] Time-Out
Responses Received by CLEC) ÷ (Total # LIDB
[or 800 or AIN or n] Queries Received by ILEC)   x 100

**IUE-8**    (# LIDB [or 800 or AIN or n] Query Replies
with Unexpected Data Values Received by CLEC) ÷
(Total # LIDB [or 800 or AIN or n] Queries
Received by ILEC)                                  x 100

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IUE-9

(# LIDB [or 800 or AIN or n] Query Replies Missing Customer Record Received by CLEC) ÷ (Total # LIDB [or 800 or AIN or n] Queries Received by ILEC)               x 100

IUE-10

(Cumulative Total # Post Dial Delay Seconds experienced on "0" calls from LSO to CLEC OS platform) ÷ (Total # "0" calls from LSO to CLEC OS platform)

IUE-11

(Cumulative Total # Post Dial Delay Seconds experienced on "0+" calls with 6-digit analysis from LSO to CLEC OS platform) ÷(Total # "0+" calls with 6-digit analysis from LSO to CLEC OS platform)

IUE-12

(# of "0+" calls with 6-digit analysis from LSO to CLEC OS platform that have Post Dial Delay $\leq$ 2 seconds) ÷ (Total # "0+" calls with 6-digit analysis from LSO to CLEC OS platform)

IUE-13

# Blocked Call Attempts to CLEC OS Platform
Total # Call Attempts to CLEC OS Platform        x 100